



State of Wisconsin / OFFICE OF THE COMMISSIONER OF INSURANCE

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FREQUENTLY ASKED QUESTIONS (FAQs) EDUCATION PROVIDERS AND COURSES (updated 10/05/2015)

This FAQ is for information purpose only. The intent is to help education providers with frequently asked questions regarding the State Based Systems (SBS) transition.

- **Will education providers continue to use Compliance Express to submit provider and/or course transactions after SBS transition?**
No. Effective December 14, 2015, education providers will submit all transactions including applications, renewals, course offering and completions online through the SBS Online Continuing Education (OCE) tool.
- **Will Prometric continue to administer the education program on behalf of OCI after the SBS transition?**
Yes. Prometric will remain as the Administrator of the education program which includes providers, prelicensing and continuing education courses.
- **Can a provider submit course offerings or upload course rosters during the SBS transition period?**
No. Effective 11:59 p.m. CST on Monday, November 23, 2015, processing of all Wisconsin transactions will be suspended to prepare for the SBS transition. Providers will be able to submit new transactions on or after December 14, 2015.
- **My course is scheduled to renew on November 30, 2015. Can I still renew my course if I missed the deadline of November 23, 2015?**
Our office is encouraging providers to complete the renewal process as soon as possible in order to avoid any delays during this transition. However, OCI recognizes there may be some renewals pending after November 23, 2015. Therefore, our office is extending the November renewal deadline to December 31, 2015.
- **Will there be any rate increases for new submissions, renewals or instructors?**
The provider and course approval fee will remain the same: provider application or renewal fee is \$45.00; course application fee is \$9.00 per credit; course renewal fee is \$8.75 per credit not to exceed \$35.00; and there is no instructor application fee. There will be a \$1.00 per credit hour/per student SBS transaction fee for course roster submissions. There will be a 3.5% SBS credit card processing fee for provider or course applications and renewals. Fees are non-refundable.
- **Will the transaction or processing fees apply to prelicensing and continuing education courses?**
Yes. SBS will assess the transaction or processing fee at the time of submission.
- **Will SBS process prelicensing course completions?**
Yes. The provider will report all prelicensing course completions to SBS. The provider will need to enter the applicant's full social security number to upload prelicensing course rosters.
- **Will the individual intermediary-agent continue to use the same license number after the SBS transition?**
No. Starting on December 14, 2015, agents will use their National Producer Number (NPN) as their license number instead of the Wisconsin license number. If course completion transactions are submitted with the old license number, the transaction will be declined.
- **Will OCI mail a new license to intermediary-agents with their NPN?**
No. Intermediary-agents will be able to print a copy of the license online on the SBS Web site.

- Will the provider be able to print copies of the Certificate of Course Completion for prelicensing and continuing education courses online on the SBS Web site?**
 No. Providers must issue the certificate of course completion to students after the completion of the course. Certificate of prelicensing education must contain minimum wording and format as prescribed by ch. Ins 26 – Appendix 5, Wis. Adm. Code. Certificates of continuing education must be issued to each agent completing an approved course and must contain the agent’s name, Wisconsin license number, course title and number, date the course was completed, number of approved credit hours, name of provider, provider license number, signature of authorized provider representative and the date issued.
- After the transition to SBS, will Prometric continue to send the renewal notice by first-class mail?**
 In 2016, Prometric will continue to send the renewal notice by first-class mail. Starting in 2017, the notice will be sent only via e-mail. Providers will be able to update their e-mail address online through the SBS Online Continuing Education tool. Any contact information changes must be submitted in writing within 30 days.
- Will I be able to retain my Compliance Express provider ID and course IDs?**
 Continuing education providers will retain their provider ID. Prelicensing providers will be issued a new provider ID. Prelicensing and continuing education course IDs will be migrated to the SBS system from Compliance Express. Therefore, the course IDs will not change with this transition.
- How will I be able to log in to the SBS Online Continuing Education tool to manage my provider account?**
 OCI will provide a login name and password to all active providers in November. Once SBS becomes available, providers will be able to update demographic information, contact information and manage course information.
- I already have a SBS account; can I use my current login and password to gain access to Wisconsin provider and course information?**
 No. If the provider does business in multiple SBS states, the provider will need to have separate accounts for each jurisdiction.
- Will providers be able to submit attachments?**
 Yes. Providers will be able to upload attachments to pending course for Prometric’s review.
- Will my provider and course(s) information be migrated to the SBS system?**
 Yes. SBS will be transferring all Compliance Express records to their system, including course applications, course offerings, provider information, instructor’s information and attachments.
- Will instructors still need prior approval after the SBS transition?**
 Yes. Providers can obtain an Instructor Certification Request form online at <https://www.prometric.com/en-us/clients/ce/Documents/WisconsinInstructorForm.pdf>. Prometric will process the application and enter the instructor data in SBS.
- Are providers still required to submit course offerings and upload course rosters within 10 days?**
 Yes. Section Ins 28.06, Wis. Adm. Code, states that a provider must notify OCI within 10 days in advance of a change to an approved course offering. Section Ins 28.07, Wis. Adm. Code, states that a provider must submit the course roster within 10 days following the date of completion of continuing education programs. Effective 11:59 p.m. CST on Monday, November 23, 2015, processing of all Wisconsin transactions will be temporarily suspended to prepare for the SBS transition. Therefore, OCI will extend the course offering or upload of course roster reporting deadline to December 31, 2015.

If you have any further questions, please contact the Agent Licensing Section by e-mail at ociagentlicensing@wisconsin.gov.